

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT

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SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.1 GENERAL**

This Performance Work Statement (PWS) describes the specific logistics support services that shall be performed by the Service Provider (SP) on behalf of the Internal Revenue Service (IRS). The IRS requires a single, national support contract for logistics support services to include warehouse, transportation, and office appliance repair services and other listed tasks at designated campus and satellite locations located throughout the contiguous United States. The goal of this PWS and the resulting contract is to obtain efficient, cost-effective logistics support services for the IRS.

This PWS document and the attachments in Section J contain the information available at the time of publication relating to administrative responsibilities, technical responsibilities, performance requirements, and workload for the IRS's logistics support function at designated IRS facilities. Because a Public/Private Competition involves competition between both the Government and commercial contractors, the term "Service Provider" is used throughout this document to identify both parties. Provisions and clauses that are not applicable to the Government are identified.

C.1.1 MISSION**C.1.1.1 Internal Revenue Service (IRS) Mission**

The mission of the IRS is to provide America's taxpayers top quality service by helping them understand and meet their tax responsibilities and by applying the tax law with integrity and fairness to all.

C.1.1.2 Agency Wide Shared Services (AWSS) Mission

The logistics support function operates under the IRS Agency Wide Shared Services (AWSS) organization, which serves over 98,000 IRS employees directly and all taxpayers indirectly. The mission of AWSS is to provide the expertise and advice necessary to deliver shared services throughout the Internal Revenue Service. Success is measured by the satisfaction provided to and the respect and trust given to us by our customers -- the employees of IRS.

C.1.1.3 Logistics Support Mission

The IRS logistics support function is service-oriented and performs many activities critical to the success of the IRS as a whole, including warehouse, transportation and small appliance repair services. The mission of the warehouse and transportation function is to provide timely and high quality warehouse and transportation-related service to IRS employees by storing and transporting various materials. The mission of the office appliance repair function is to ensure all necessary small office appliances and office equipment are in working order, and that repairs are performed in a cost-effective and timely manner to ensure employees have what they need to perform their work.

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.1.2 SCOPE OF WORK****C.1.2.1 General Scope of Work**

The SP shall furnish all personnel, equipment, tools, materials, supplies, and other items and services, necessary to perform logistics support services as defined in Section C.4 of this PWS at the IRS facilities and locations addressed by this requirement. Exceptions to the previous sentence are specified in Section J, Technical Exhibit TE-1 (Government Furnished Facilities) and Technical Exhibit TE-2 (Government Furnished Equipment).

The SP shall perform all activities associated with Warehousing, Transportation, Office Appliance Repair, and other associated logistics support activities specified in this PWS at 10 IRS Campus locations and one Computing Center. Many of the IRS Campuses covered by this requirement support IRS activities performed in locations near, but not in, each Campus (i.e., the off-site locations). Many of the off-site locations perform tax return processing activities and depend on a steady stream of materials delivered to and picked up from the facility as well as other logistics support. The list of IRS Campus locations and off-site locations addressed by this requirement is provided below:

IRS Facility Location	Type of Facility	Number of Off-Site Locations
Andover, MA	Campus	3
Atlanta, GA	Campus	11
Austin, TX	Campus	8
Brookhaven, NY	Campus	8
Covington, KY	Campus	11
Detroit, MI	Computing Center	NA
Fresno, CA	Campus	11
Kansas City, MO	Campus	13
Memphis, TN	Campus	2
Ogden, UT	Campus	11
Philadelphia, PA	Campus	8

Figure 1. List of IRS Facilities

Detailed workload data addressing the type and volume of activities and tasks performed at each of the IRS facilities is provided in Section J, Technical Exhibit TE-3A and TE-3B (Warehouse and Transportation Workload—Non-Peak and Peak) TE-4 (Monthly Motor Vehicle Workload), and Technical Exhibit TE-5 (Office Appliance Repair Workload).

IRS workload increases and decreases significantly throughout the year based on tax filing season(s). Throughout this document and in the technical exhibits, the “peak” period of workload is the months of February, March, and April; the “non-peak” period of

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workload is the months of May through January. The SP must be flexible in its approach to the work described in the PWS and must be able to accommodate the increased workload that occurs during tax return filing season. Data concerning workload fluctuations is provided in Section J, Technical Exhibits TE-3A, TE-3B, TE-4, and TE-5.

C.1.2.1.1 Summary of Andover, MA Operations

The IRS Center in Andover, MA is a single building with an embedded loading dock and small cargo holding area. A separate 46,000 square foot warehouse is located approximately four miles from the Center. The warehouse is normally unmanned except for scheduled deliveries to the facility. The center supports activities at Fitchburg and Methuen, and services several additional remote operating locations including Wilmington, MA. Trips from Andover to Logan Airport in Boston are also made periodically. Currently, warehouse employees drive from the Andover Center site to the warehouse as needed to receive scheduled shipments or to pick up and deliver items to and from the warehouse.

C.1.2.1.2 Summary of Atlanta, GA Operations

The Atlanta Campus, located in Chamblee, Georgia serves and supports 11 additional IRS facilities in the local metro area. Currently, the warehouse supporting the Atlanta Campus is located approximately 5.1 miles from the main Campus building. The warehouse is approximately 65,000 square feet, with loading docks at both the front and the rear of the facility. Small appliance repair activities are contracted out at the Atlanta Campus and thus are not included in this study.

C.1.2.1.3 Summary of Austin, TX Operations

The warehouse building is located on the Austin IRS campus, but is not embedded in the main facility. The warehouse is approximately 70,000 square feet. Work performed by warehouse employees is focused on accepting, unloading, and storing deliveries from external sources, and making truck rounds to the eight IRS locations in the Austin area (performing both pick-ups and deliveries at each site). A significant effort is devoted to the transport of batch carts from site to site, and the storage, cleaning and maintenance, and retrieval of these carts.

C.1.2.1.4 Summary of Brookhaven, NY Operations

The warehouse at the Brookhaven facility is embedded in the Service Center. The warehouse is approximately 25,000 square feet. The Service Center has recently undergone a significant RIF and no longer performs many of the return processing activities they performed in the past. The RIF has decreased the amount of forms received, stored, tracked, and delivered by the warehouse. The Brookhaven Center serves four additional IRS facilities on Long Island and two in Queens, as well as one building in Brooklyn and another building in Manhattan, and makes regularly scheduled runs to all of these facilities. Some of the off-site locations do not have loading docks and require movement of shipments up and down stairs. Brookhaven no longer has

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responsibility for processing individual tax returns, so there is no “peak” season affecting workload.

C.1.2.1.5 Summary of Covington, KY Operations

The warehouse supporting the Covington IRS Service Center is located in Florence, Kentucky, approximately 15 miles South of the Covington Service Center. The warehouse is approximately 65,600 square feet. There are no other warehouses operated or used by the Covington Center. Currently, approximately 1/3 of the employees under study actually work at the warehouse, the rest work at the Service Center. The Covington Service Center has expanded its operations into another building (Gateway) adjacent to the Service Center for much of its processing activities. Covington no longer has responsibility for processing individual tax returns, so there is no “peak” season affecting workload.

The Covington Center serves/supports six additional IRS facilities in the local Covington/Cincinnati metro area and two locations in Dayton, OH. There are also four different U.S. Post Offices providing mail services to the Service Center. All locations are currently serviced daily by the Covington warehouse and transportation organization, and all have loading docks.

C.1.2.1.6 Summary of Detroit, MI Operations

The warehouse and transportation staff covered by this study are located in the Michigan Avenue building known as the Detroit Computing Center (DCC). Staff are physically located in an office adjacent to the main warehouse, which is approximately 13,000 square feet. The staff share the warehouse space with the National Print Site. Additionally, the warehouse and transportation operation shares storage space in Penthouse #1 and #2 (3,650 and 5,985 square feet, respectively) where records, shelving, chairs and miscellaneous furnishings are stored. Motor vehicle operations at the Detroit Computing Center are not being addressed by this requirement.

C.1.2.1.7 Summary of Fresno, CA Operations

The Fresno, CA IRS Center is located a few miles from downtown Fresno. The main warehouse facility is located approximately five and one half (5 1/2) miles from the Center and is approximately 67,000 square feet. The IRS Fresno Service Center is in the process of becoming an IRS “mega-center” and, when complete in 2005, it will handle between 20 and 23 million tax returns annually, which will represent a significant increase from the 13 million returns handled in 2002. There are loading docks and a staging area at the Center, but no warehouse facilities. The current SP at the Fresno IRS Center currently makes stops at 11 IRS locations located in the Fresno area on three scheduled routes.

C.1.2.1.8 Summary of Kansas City, MO Operations

The Kansas City Center serves and supports 13 additional IRS facilities in the local metro area. There are plans for a major consolidation of operations into a single downtown facility previously occupied by the U.S. Postal Service, but this will not occur

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until the end of CY07. Currently, the warehouse supporting the Kansas City site is located approximately 14 miles west of the main Kansas City IRS Service Center (in the Bannister Complex). The warehouse is approximately 56,000 square feet, with several loading docks at the front and the rear of the facility. Small appliance repair is currently performed in the Bannister Complex.

C.1.2.1.9 Summary of Memphis, TN Operations

The Memphis Service Center opened in 1996, permitting the consolidation of many of the IRS operations into one large complex. The warehouse at the Memphis site is embedded in the Service Center and is approximately 54,400 square feet. The Memphis Center serves two additional IRS facilities in the local metro area: the Lamar facility and the Mendenhall facility.

C.1.2.1.10 Summary of Ogden, UT Operations

The Ogden Campus serves and supports its main facility in Ogden, Utah and eleven additional IRS facilities in the local metro area. The main warehouse supporting the Ogden area is located approximately 16 miles south of the IRS Service Center in Clearfield, Utah. The warehouse is approximately 105,000 square feet. Small appliance repair is currently performed in the main facility. Ogden no longer has responsibility for processing individual tax returns, so there is no “peak” season affecting workload.

C.1.2.1.11 Summary of Philadelphia, PA Operations

While most of the warehouse and transportation activities at the Philadelphia, PA Service Center revolve around the three buildings relatively close to the warehouse, employees currently also make motor vehicle runs to five off-site locations, most frequently to the Cleveland Federal Building. The Philadelphia warehouse is approximately 61,300 square feet.

C.1.2.3 General Guidance (Mandatory Publications/Guidelines)

The SP shall comply with a number of procedures and policies in the performance of this contract. Many of these are Government-wide, while others are specific to the IRS. Several of the IRS facilities have local requirements with which the SP will be required to comply. A listing of mandatory requirements are provided in Section J, Technical Exhibits TE-6 (Policies, Directives, and Forms).

C.1.2.4 Hours of Operation

The SP shall develop and maintain work schedules to satisfy site-specific requirements for transportation, warehousing, and appliance repair services, for both peak and non-peak work periods. The core work hours will be Monday through Friday 7:30 a.m. to 4:00 p.m., however actual hours of operation may vary by site and by tax season activity during the year. The SP shall notify the Contracting Officer (CO) any time a change in working hours is needed to meet significant/seasonal workload surges. Proposed changes in hours of operation must be approved in advance by the CO.

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Work will not be required on the following Federal Government legal holidays: New Years' Day, Martin Luther King, Jr. Day, George Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

C.1.2.5 Phase-in

SP personnel will be permitted a 30-day Phase-in period to observe the Government operations deemed necessary by the COTR and SP. This Phase-in period is intended to enable the SP to become familiar with its assigned areas of responsibility and to prepare its workforce to ensure satisfactory performance of all services required by this PWS at contract start date.

C.1.2.5.1 During the Phase-in period, the SP shall organize, plan, recruit, train, and mobilize personnel, develop policies and procedures, and accomplish all activities necessary to commence performance of the services at the start of the basic contract period, including initiating activities required to obtain security clearance for SP employees. In addition to direct coordination with supported customers, the SP shall also coordinate with other Government offices. This coordination with the Government shall be to affect a smooth hand-off of work to and from other Government or contracted SPs.

C.1.2.5.2 The SP shall provide a Phase-in Plan that addresses all the aforementioned areas in sufficient detail for the Government to determine if the plan satisfactorily prepares the SP for full performance at contract start date. The Phase-in Plan shall also include a listing of milestones that chronicle the SP's sequence of Phase-in period events. Within 15 calendar days prior to the Phase-in period start date, the SP shall provide an updated Phase-in Plan and milestones.

C.1.2.6 Start of Work

The SP shall perform all operations specified in the PWS beginning on the first day of the base performance period. All work requirements that have been started by the Government but not completed as of the first day of the base performance period, shall be completed by the SP.

C.1.3 SERVICE PROVIDER PERSONNEL**C.1.3.1 General**

The SP shall furnish all qualified personnel necessary to perform Warehousing, Transportation, Office Appliance Repair, and other tasks related to the logistics support function, as described in Section C.4 of this PWS. The SP shall provide a staffing plan staffing levels for both peak and non-peak periods at each of the facilities listed in Figure 1. At a minimum, the staffing plan shall identify the number of personnel and specific skills that will be required at each site to accomplish the tasks set forth in the PWS.

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Experienced individuals are essential to the successful performance of work under this contract. Key Personnel positions shall include a national enterprise Program Manager, with responsibility for oversight and quality assurance activities at all of the facilities. Additional key personnel positions shall include a Campus Project Leader at each of the 10 Campus Sites and the one Computing Center. (The Program Manager shall ensure non-campus site operations are managed by one of the Project Leaders). Quality control will also be a responsibility of SP key personnel. To provide for effective communications, all key personnel shall fluently speak, write, read, and understand English. Additional information concerning key personnel is provided below.

C.1.3.2.1 The SP shall provide a national enterprise Program Manager (PM). The PM shall be the SP's authorized representative responsible for technical and administrative performance of the services required under this contract. The PM shall be the point of contact for contractual or administrative questions or difficulties, communications, and technical direction between the Government and the SP. The CO or authorized government representative(s) shall be the SP's point of contact for the Government. The PM shall also oversee the reporting requirements specified in the resulting contract. The PM shall have a minimum of three years of relevant oversight supervision or management experience within the last five years.

C.1.3.2.2 The SP shall provide a Project Leader (PL) for each campus and Computing Center listed in Figure 1. Each PL shall be responsible for the performance and quality of the logistics support services provided under this contract for their Campus and assigned non-campus sites. The PL shall plan, direct, and control the day-to-day operations specified in this document and as set forth in the SP's accepted plan. The PL shall have full authority to manage and direct the effort of his/her workforce. The PL shall provide the necessary level of additional contract management and administrative oversight necessary to achieve the quantitative and qualitative requirements of this PWS (e.g. section C.4). The PL shall have a minimum of three years of relevant staff supervision or management experience within the last five years. The PL shall be available to meet with the local Contracting Officer's Technical Representative (COTR) within one and a half (1 1/2) hours after notification during tax filing season(s) and within four (4) hours after notification during non-peak tax filing season(s).

C.1.3.2.3 The SP shall notify the CO, in writing, of any key personnel changes within one calendar week after knowledge of such change. The SP shall ensure proposed replacements meet or exceed Government requirements as stated in this PWS.

C.1.3.3 Service Provider Employees

C.1.3.3.1 The SP shall employ only persons physically qualified for performing the duties specified in the PWS considering such factors as strength, endurance, agility, coordination, and visual and hearing acuity.

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C.1.3.3.2 All SP personnel will be required to submit to an FBI background investigation and will be required to obtain “Position of Public Trust” clearance, which will grant employees “staff-like access” to IRS facilities. Costs associated with performing the security check will be borne by the Government. The SP shall submit requests for appropriate security clearances for all SP personnel within 15 working days of contract award. While security clearance applications are pending, SP personnel will be provided with visitor badges, which employees will need to obtain from and return to building security on a daily basis. In accordance with IRS policy, the SP will be required to provide semi-annual reports on the security clearance status and level of access provided to SP employees.

C.1.3.3.3 The Government will require each SP employee to wear and use an access control card/building photo ID card (proxy card) to enter IRS space. The IRS will furnish a Government photo identification badge and, as needed, a proxy card to contractor employees at Government expense. The SP shall make their employees available for photographs at times that will be mutually approved by the SP and the COTR. The SP shall ensure that their employees wear the photo identification badge above the waist and attached to a shirt or collar or around the neck on a chain whenever in IRS space.

C.1.3.3.4 The SP shall return to the CO the Government-furnished identification badge and proxy card of any dismissed or terminated employee within twenty-four (24) hours after the dismissal or termination. The SP shall notify the CO immediately when any government issued identification badge or proxy card is lost.

C.1.3.4 Employee Training

C.1.3.4.1 The SP shall ensure that all employees operating material handling equipment and vehicles are trained and properly licensed to operate such equipment and vehicles in accordance with all applicable federal, state, and local laws as well as IRS safety checklists.

C.1.3.4.2 The SP shall provide all required training to employees, maintain records of all training (dates and employee names), and have the records available for Government review. The SP shall conduct or provide to its employees detailed instruction concerning Government policies and regulations in the areas of safety, security, privacy, health, hazardous material, fire prevention, conservation, and environmental safety, as they pertain to the operations specified in this PWS. The SP shall be responsible for all new and recurring training of the SP personnel to ensure that all tasks required by this PWS are performed properly and safely. There will be no additional cost to the Government associated with the provision of this training.

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C.1.3.4.3 In addition, the SP shall ensure Government-provided computer-based training shown in Figure 2 is completed within 30 working days of hire for all employees working under the contract, including seasonal and part-time employees. The Government will provide the training materials within five days of contract award and updates annually. The SP shall ensure that these computer-based training courses are included as part of annual refresher training for all employees working under this contract. There will be no additional cost to the Government associated with the provision of this training.

TRAINING	ESTIMATED HOURS
Unauthorized Access (UNAX)	1
Safety (Biological Threats Through the Mail)	1
Security Awareness	1
Ethics	1
Policy on Sexual Harassment (POSH) Training	1

Figure 2. Required Training

C.1.3.5 Employee Conduct and Appearance

C.1.3.5.1 The SP shall not employ persons for work on this contract if such employees are identified to the SP by the CO as potential threats to the health, safety, security, general well-being, or operational mission of the IRS or to the health and safety of the IRS workforce. The Government has an inherent right under law, practice, and regulation to restrict and control access to its facilities, property, and data, including those that are the subject of this PWS.

C.1.3.5.2 The SP shall ensure that all employees wear uniforms (shirts with collars and either long or short sleeves, and either long pants or Bermuda shorts) with the SP's name permanently attached to the shirt. Uniforms (color and type) shall be approved by the CO. All SP personnel performing under the contract shall wear the approved uniforms at all times while on duty. The only exception to this requirement is the Program Manager and Campus Project Leader who may wear normal business attire in lieu of a uniform. Additionally, uniforms shall be worn in a manner that they present a clean and neat appearance.

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.1.4 GENERAL SERVICE PROVIDER INFORMATION****C.1.4.1 Motor Vehicles**

The SP shall, without additional expense to the Government, obtain all motor vehicle licenses and permits required to perform the work described in the PWS and comply with all applicable federal, state, and local laws.

C.1.4.2 IRS Use of Dogs on Premises

SP personnel need to be aware that several IRS campus locations use dogs for bomb and other hazard detection. Dogs, if used, are generally located on or near the loading dock area.

C.1.4.3 Security

The SP shall be responsible for the security of all space in Government facilities and for equipment that has been furnished to the SP under this PWS. The Government will not be responsible in any way for the SP's supplies, materials, equipment, and property, or to SP employees for personal belongings that are lost, damaged, or destroyed by fire, theft, accident, or other unusual occurrences.

C.1.4.3.1 The SP shall develop and implement a Physical Security Plan. The Physical Security Plan shall document an auditable system of controls and procedures, which will secure facilities and Government furnished equipment and maintain key control for the performance of this PWS. The SP shall submit an updated Plan to the CO within thirty (30) calendar days after contract award for final review and acceptance. The SP shall submit any changes to the CO no later than five (5) working days prior to the effective date of the change. The SP's Physical Security Plan shall be implemented at the start of the base performance period.

C.1.4.3.2 The SP shall be responsible for standard metal keys and electromagnetic keycards that are issued to the SP by the Government. The SP shall establish and implement procedures to ensure that Government keys and keycards are not lost, misplaced, or used by unauthorized persons. Procedures shall be documented in the Physical Security Plan. The SP shall not duplicate keys or keycards issued by the government unless authorized by the CO. The SP shall report lost or unauthorized duplication of keys or keycards to the CO within one (1) workday after discovery of the occurrence. In the event that Government keys are lost or duplicated without authorization, the SP may be required, upon written direction of the Contracting Officer, to re-key or replace the affected lock(s) at SP expense. The Government may, at its option, replace the affected lock(s) or perform rekeying and deduct the cost of such from payments due the SP. The SP shall also reimburse the Government for any Government property lost or stolen as a result of unauthorized key duplication, misplaced keys, or loss of keys by SP personnel.

C.1.4.3.3 SP personnel and property may be subject to search and seizure upon entering or leaving the confines of, and while on, IRS property.

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C.1.4.3.4 SP personnel or any representatives of the SP entering IRS campus or other locations shall abide by all security regulations and procedures.

C.1.4.4 Safety

C.1.4.4.1 The SP shall implement a safety program that provides for the safety and well being of employed personnel performing work in all areas of this contract, and safeguarding of all Government property. The SP shall develop a Safety Program Plan to describe the SP's overall safety program to include complying with all requirements of the contract. The Safety Program Plan shall be submitted. An updated plan shall be submitted to the CO for final approval no later than sixty (60) calendar days contract award.

C.1.4.4.2 The SP shall comply with all Federal, state, and local environmental protection laws, regulations, and standards. All facilities operated by the SP may be inspected by Federal, state, or local environmental personnel on a no-notice basis. Access for inspection shall be granted on a no-notice basis. All Notices of Violations (NOVs) issued to the SP will be delivered to the CO within one (1) working day. The SP will indemnify the United States for all fines and directed actions as a result of any violations of Federal, state, or local environmental protection law, regulation, or standard by the SP. The SP shall comply with prescribed fire protection and accident prevention requirements according to the National Fire Protection Association, Occupational Safety and Health Administration (OSHA), and any applicable Treasury and IRS requirements.

C.1.4.4.3 SP personnel shall wear safety items required by OSHA during the performance of tasks requiring protective equipment or clothing. The SP shall supply proper employee protective clothing, footwear, gloves, head gear, ear plugs, safety eye wear (not prescription lenses), etc., as required for the tasks required under this contract. No part of the services defined in this PWS will be performed in buildings or surroundings or under working conditions, provided by or under the control or supervision of the SP, which are unsanitary or hazardous or dangerous to the health or safety of SP employees. Government safety officials, environmental engineers, fire inspectors, and other authorized agents shall be allowed to conduct surveys, studies, and inspections of operations and facilities at all reasonable times. The SP shall assist in inspections and cooperate with inspectors. Citations against the SP for noncompliance with OSHA standards are a matter for resolution between the SP and the U.S. Department of Labor.

C.1.4.4.4 The SP shall comply with Government and IRS smoking policies.

C.1.4.4.5 The SP shall implement administrative controls and procedures necessary to operate all SP vehicles according to state and local safety and traffic laws and rules while being operated in furtherance of the contract efforts.

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C.1.4.4.6 The SP shall maintain an accurate record of accidents resulting in injury or death and accidents resulting in damage to Government property, supplies, and equipment. The SP shall immediately report all accidents to the CO.

C.1.4.5 Fraud, Waste and Abuse

SP personnel shall be alert and report to the CO or other competent authority any suspected situations of fraud, waste, and abuse, or other intentionally dishonest conduct against the Government by anyone that is observed during or in the performance of this contract.

C.1.4.6 Quality Control

C.1.4.6.1 The SP shall provide the IRS with services that promote the timely handling and receiving of delivered materials and property; staging/warehousing of those items for immediate or later use; repair of small office appliances; and other related logistics support tasks as described in section C.4. The PWS has applied performance-based definitions of services wherever possible to maximize customer service levels while optimizing the use of logistics support resources in support of warehouse, transportation, and small office appliance repair activities at IRS campuses and off-site locations.

The SP shall be responsible for complying with appropriate mandatory technical standards to fulfill the requirements of the PWS (see the Performance Requirements Document in Section J for a list of services for which the government has identified standards that are significant to satisfactory performance of the tasks addressed by the PWS). The absence of Government standards does not absolve the SP of the overall responsibility to provide high quality services according to normal business practices and industry standards, nor limit the rights or remedies of the Government under all provisions of the contract.

The SP PM shall meet with IRS management quarterly to review bi-annual Quality Control reports and other performance measures.

C.1.4.6.2 The SP shall develop and submit a Quality Control Plan (QCP) that provides details concerning the procedures it will establish and follow to ensure services and standards contained in and required by this PWS are satisfied. An updated QCP shall be provided to the CO at least five (5) workdays prior to implementation of any changes.

C.1.4.7 Government Quality Assurance

A Performance Requirements Document (PRD) is provided in Section J of this requirement. The PRD lists those services for which the Government has identified a performance standard, and further identifies those services to be inspected by the Government according to its Quality Assurance and Surveillance Plan (QASP). For those services listed in the PRD, the Government CO and Quality Assurance Evaluator (QAE) will follow the methods of surveillance specified in the PRD and record all

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surveillance observations. When an observation indicates defective performance, the CO and QAE will require the Project Leader at the site to initial the observation. The initialing of the observation does not constitute concurrence that performance is defective, only acknowledgement that he or she has been made aware of the CO's and QAE's observation. The CO may increase the number of quality assurance inspections because of repeated failures discovered during the periodic inspections or because of repeated customer complaints. Likewise, the CO may decrease the number of quality assurance inspections if performance dictates. The SP and Government shall be jointly responsible for validating customer complaints, however, the Government will make the final determination of complaint validity.

C.1.4.8 Emergency and Special Events

C.1.4.8.1 Emergency situations and special event operations may necessitate the SP to operate on an extended schedule (including days or shifts not normally scheduled), curtailed basis, or at a different level of service, or not at all. The SP shall submit a Continuity of Operations Plan (COOP) and an updated plan within thirty (30) calendar days after contract award for final review and acceptance. The COOP should address SP operations in the event of natural and man-made disasters and shall conform to existing, site-specific IRS COOPs. The SP shall maintain the COOP and implement the procedures contained therein as required.

C.1.4.8.2 Extreme weather conditions (tornado, flooding, snow, and ice) or other natural disasters (earthquakes, fires, etc.) may warrant temporary office evacuation or office closure. The SP shall respond to such emergency conditions according to Contracting Officer or COTR direction, and shall inform all SP employees of these instructions.

C.1.4.8.3 Fire drills, tornado drills, or other scheduled safety and emergency-training exercises required by the Service Center may necessitate interrupted services and shall be performed as part of the warehouse's overall plan and at no additional cost to the government. Such interruptions will not be considered when assessing SP performance for the affected period.

C.1.4.9 Strike Contingency Plan

C.1.4.9.1 The SP shall submit a Strike Contingency Plan. The Strike Contingency Plan shall describe how the SP will perform the services required by this PWS in the event of a work stoppage by SP employees. Upon approval by the CO, the Strike Contingency Plan will become a compliance document serving as the basis of SP Strike Contingency practices.

C.1.4.9.2 The SP shall notify the CO or designated Government representative within two (2) hours after being officially notified of a planned or unplanned work stoppage by SP employees. The SP shall implement the SP's Strike Contingency plan

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as soon as a planned work stoppage occurs, or within four (4) hours after an unplanned work stoppage occurs.

C.1.4.9.3 In the event of a work stoppage, implementation of the SP's Strike Contingency Plan shall not affect the Government's right to perform urgently or critically required logistics support services. SP employees shall not interfere with performance of contract services by Government personnel or other contractors when SP performance has stopped due to a labor strike or other work stoppage.

C.2 GOVERNMENT FURNISHED PROPERTY

The Government will provide to the SP the facilities, equipment, and services described below and detailed in Section J, Technical Exhibits TE-1 (Government Furnished Facilities) and TE-2 (Government Furnished Equipment). The government furnished facilities, equipment, and services are to be utilized by the SP's employees only for the performance of government duties under the provisions of the resulting contract. Appropriate remedial actions, in accordance with the IRS Rules of Conduct, Office of Government Ethics Regulations, and federal laws and regulations will be taken if misuse of government property is proven to the satisfaction of the CO or COTR.

At the completion of the contract, Government provided facilities and equipment shall be returned to the Government in the same condition as received, reasonable wear and tear excepted.

The SP shall be responsible for proper care, maintenance, repair, and use of Government property in its possession or control from the time of receipt until properly relieved of responsibility, in accordance with sound industrial practices and the applicable provisions of FAR 45.509. SP limits of liability, and responsibility for investigation and reporting of shortages, loss, damages, or destruction of Government property shall be according to the provisions of FAR 45.504. The SP shall use existing equipment warranties, Government furnished service contracts, and Government lease provisions whenever available to effect no-cost maintenance or repair of GFP.

C.2.1 GOVERNMENT FURNISHED FACILITIES

The Government will provide the facilities listed in Section J, Technical Exhibit TE-1 (Government Furnished Facilities) at no cost to the SP. Upon expiration of existing leases, the IRS will renew the leases at no cost to the SP. The Government reserves the right to make changes to both the content and the size of any and all of the Government Furnished Facilities if the warehouse needs of the IRS change over the course of the contract. Should the need arise to downsize the amount of IRS warehouse space, the IRS will renegotiate the warehouse portion of the contract with the SP.

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The IRS warehouse facilities addressed by this study vary by size and by content. Costs for Government Furnished Facilities are considered to be common costs and are not to be included in the SP cost proposal. The square footage of each of the warehouses addressed by this study is as follows:

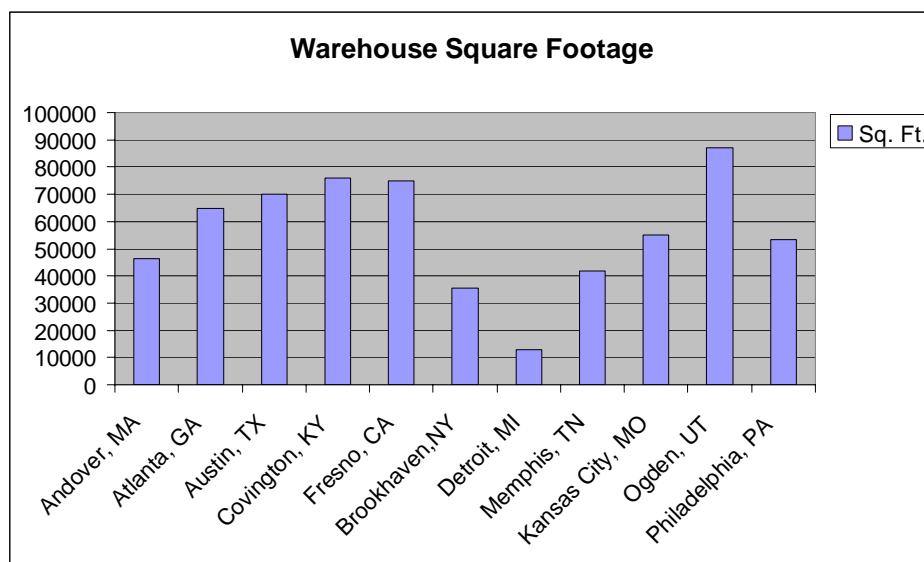


Figure 3. Warehouse Square Footage

Most of the warehouses provide a climate controlled environment for the storage of envelopes and other climate sensitive paper products. Should the SP elect to use warehouse space not furnished by the Government, that space shall be climate controlled.

Each of the warehouse facilities store a variety of different products . The chart below provides information concerning the type of items stored at each facility:

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Warehouse Items Stored	Andover, MA	Atlanta, GA	Austin, TX	Brookhaven, NY	Covington, KY	Detroit, MI	Fresno, CA	Kansas City, MO	Memphis, TN	Ogden, UT	Philadelphia, PA
Batch Carts	x	x	x		x		x	x	x	x	
Boxes	x	x	x		x		x	x	x	x	x
Clipboards, rubberbands			x		x		x	x		x	
Computer Equipment	x		x	x	x			x	x	x	x
Copier Paper	x	x		x	x		x		x	x	x
Envelopes	x	x	x	x	x		x	x	x	x	x
Furniture	x	x	x	x	x		x	x	x	x	x
Laser Paper	x	x	x	x	x	x	x	x	x	x	x
Mag Media Storage			x								
Printed Products	x	x	x	x	x		x	x	x	x	x
Records Storage, Accounting	x		x		x		x	x			x
Records Storage, Other	x		x	x	x		x	x	x		x
Security Forms	x				x					x	x
SPIF	x		x	x						x	
Supplies	x		x	x	x			x		x	
Training Materials	x		x	x	x		x		x		x

Figure 4. Types of Items Stored in IRS Warehouses

Space dedicated to records storage at each facility is as follows:

- Andover Campus – 3,400 square feet
- Austin Campus – 5,200 square feet
- Brookhaven Campus – 1,238 square feet
- Covington Campus – 7,256 square feet
- Memphis Campus – No longer stores records in warehouse
- Ogden Campus – 7,500 cubic feet
- Philadelphia Campus – 7,300 square feet
- Kansas City Campus – 10,000 square feet
- Atlanta Campus – 6,000 square feet
- Fresno Campus – 7,524 square feet

The tasks the SP will perform in support of warehouse activities are provided below.

C.2.1.1 Authorized Use and Access to Spaces

The SP shall prohibit the use of Government-issued keys by any person other than authorized SP employees. The SP shall not permit entrance to locked areas by any person other than SP personnel engaged in the performance of work in those areas, or personnel assigned to the activity where the SP is performing work, without authorization by the CO.

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.2.1.2 Care, Maintenance, and Use, and of Government Furnished Facilities**

C.2.1.2.1 The Government will be responsible for maintenance of Government-furnished facilities. The SP shall be liable for the cost of any repairs caused by the SP's neglect or misuse.

C.2.1.2.2 The SP shall perform minimum daily housekeeping duties such as sweeping and trash dumping in all areas under its control. At the close of each shift, the SP shall ensure all work areas are free of dust, dirt, debris, scraps and other waste material resulting from the activities performed. Immediately upon discovery by the SP or upon notification by the Government, the SP shall clean up and remove oil, hydraulic fluid, and other debris that could constitute an immediate or potential safety hazard.

C.2.1.2.3 The SP will maintain the provided space to the same safety standards as similar areas occupied by the IRS.

C.2.2 GOVERNMENT FURNISHED EQUIPMENT**C.2.2.1 Receipt and Administration of Government Furnished Equipment**

C.2.2.1.1 The Government shall provide to the SP, for use in connection with and under the terms of this contract, the Government Furnished Equipment (GFE) identified in Section J, Technical Exhibit TE-2 (Government Furnished Equipment) in "as-is" condition. The SP shall maintain GFE in a safe and clean manner, in compliance with the Federal and State OSHA and other applicable regulatory requirements (see Section J, Technical Exhibit TE-2 for a list of Government furnished equipment and Section J, Technical Exhibit TE-6 for information regarding compliance with regulatory requirements). All GFE matters pertaining to receipt, changes, title, use, access, risk of loss, equitable adjustment, final accounting, abandonment and restoration, and communications shall be in accordance with Federal Acquisition Regulation (FAR) FAR 52.245-5 Government Property (Cost Reimbursement, Time-and-Material, or Labor Hour Contracts) as in effect on the day of this contract.

C.2.2.1.2 The Government makes no representation that the GFE listed in the Technical Exhibit TE-2 (Government Furnished Equipment) will be sufficient to accomplish the requirements of the PWS as proposed by the SP. Should the SP choose to use the GFE, the SP shall be responsible for proper care and use of Government property in its possession or control from the time of receipt until properly relieved of responsibility, in accordance with sound industrial practice and the applicable provisions of FAR 45.509. SP limits of liability, and responsibility for investigation and reporting of shortages, loss, damages, or destruction of Government property shall be according to the provisions of FAR 45.504. At the close of the contract performance period, the SP shall return GFE of like type and quantity, less reasonable wear and tear, to the Government. The SP shall maintain a detailed inventory of GFE as well as a log

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concerning maintenance activities, repairs and related costs performed on such equipment.

C.2.2.1.3 The SP shall develop and deliver to the Government a GFE Plan describing the elements of the SP's property control plan, including policies, methods, and procedures of the SP's property control system. The GFE Plan shall become a compliance document subsequent to review and approval by the CO.

C.2.2.1.4 Should the SP choose to use the GFE, periodic servicing, scheduled maintenance, and unscheduled repair of that equipment shall be performed by the Government by use of existing equipment warranties, Government furnished service contracts, and Government lease provisions whenever available. Government furnished items that are not covered under the above provisions shall be maintained and repaired by the Government as needed. The SP shall repair damage to GFE resulting from operational errors or negligence at no cost to the Government. The total or partial breakdown or failure of the GFE shall not relieve the SP of responsibility to fully perform the work of the contract.

C.2.2.1.5 When a GFE capital equipment item (currently defined as an item costing more than \$25,000) is no longer economically repairable or is functionally obsolete, the SP shall provide a recommendation to the CO on whether a replacement item is needed, plus justification of need for new capabilities or technology. The SP shall be responsible for determining replacement requirements for non-capital GFE, and shall notify the CO that the decision does not degrade nor adversely affect the quality of services performed under this contract. Once CO approval has been given, the Government will acquire replacement items and add them to the inventory of GFE.

C.2.2.2 Inventory of Government Furnished Equipment

During the Phase-in period, an inventory of GFE shall be performed no later than five working days prior to start of work under this contract, within 10 calendar days of the start of any option periods, and not later than 10 calendar days before the completion of the contract period (including any option periods). Government furnished equipment and property shall be jointly inventoried by representatives for the Government and SP or from the outgoing and incoming SP, whichever shall apply. This inventory shall validate both the quantity and the condition of the equipment to be turned over to the SP. Physical inventories and associated reporting shall be conducted according to FAR 45.508. The SP shall prepare an annual report of Government property according to FAR 45.505.14. The SP shall be responsible and held liable to the Government for any Government-furnished property that is turned over at the contract start.

C.2.2.3 Government Publications, Forms, and Documentation

C.2.2.3.1 At the start of the contract period, the Government will furnish all mandatory, plus all on-hand libraries and inventories of non-mandatory publications

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(including manufacturer technical and operator manuals) and forms for use in the performance of the specific tasks contained in this PWS. See Section J, Technical Exhibit TE-6 (Policies, Directives, and Forms) for information regarding mandatory publications and forms. New or updated manufacturer materials sent to the Government will be furnished to the SP when they are received.

C.2.2.3.2 The Government will furnish existing applicable records, databases, control logs, registers, and other documents to the SP at the start of the contract.

C.2.3 GOVERNMENT FURNISHED SERVICES**C.2.3.1 Utilities**

Utilities for Government furnished facilities will be provided from existing outlets at no cost to the SP. Utilities are limited to water, sewer, electricity, natural gas, and propane currently installed in the facilities provided under this PWS.

C.2.3.2 Communications and Information Technology

C.2.3.2.1 The Government will provide local and long distance voice and facsimile services to the SP via desktop telephone instruments located in the Government facilities at the start of the base contract period. These services are for official use only. The Government will not furnish cell phones, mobile radio equipment or associated account services. The Government will not furnish pagers or pager account services. The SP shall determine and be financially responsible for providing its workforce with the cell phone, mobile radio and/or pager systems it deems necessary to meet the requirements of this PWS.

C.2.3.2.2 The Government will provide the SP access to the IRS electronic mail (e-mail) system, IRS bulletin board, Intranet, and the Internet, for all computer workstations furnished to the SP by the Government and operating on the IRS Local Area Network. For use of software or operating systems not currently approved for the IRS Intranet, e.g., the Warehouse and Transportation Management System discussed below in section C.3.3, the SP shall use such software on “stand alone,” SP-provided computer equipment that will not have access to the IRS Intranet or Internet. All SP personnel shall comply with IRS E-mail, Intranet, and Internet policies.

C.2.3.2.3 The Government will furnish software applications and operating systems in use by the IRS at the time of contract award. The SP shall not unilaterally install any software applications on Government furnished computers or LANs. As new information technologies emerge, the Government may direct, or the SP may recommend, the upgrade or replacement of existing information technology software and operating systems. Proposed solutions must be directed and approved through the CO before implementation and must be coordinated with customer interfaces and other management information systems. Due to increased security concerns, the Government is not obligated to implement any SP-proposed solution into the Government IT

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enterprise. There are no restrictions on use of stand-alone systems provided that are not linked to the Government IT enterprise.

C.2.3.3 Custodial Services and Refuse Collection

The Government will provide limited custodial service and refuse collection for Government-furnished facilities used by the SP. Custodial services to be provided include cleaning/stocking of restrooms, floor cleaning, and non-hazardous waste disposal in the administrative office areas.

C.2.3.4 Postage and Shipping

The Government will pay all official and other approved Government postage (including FEDEX), shipping, and handling fees generated by the SP in supporting of customer requirements.

C.2.3.5 Copier Services

The Government will provide all copier services, including copier equipment, maintenance, repair and consumable supplies such as paper, toner, etc. Copier services shall be utilized by the SP only for PWS-related activities.

C.2.3.6 Emergency Medical Services

The Government will provide emergency medical care for SP personnel who are injured or become critically ill during performance of work while on Government property. The SP shall reimburse the Government for the cost of medical treatment and patient transportation at current inpatient and outpatient rates.

C.2.3.7 Security and Fire Protection

For all sites, the Government will provide security police and fire protection to the extent necessary to ensure security and safety.

C.3 SERVICE PROVIDER FURNISHED PROPERTY AND SERVICES**C.3.1 VEHICLES**

The SP shall supply all motor vehicles required to accomplish the tasks set forth in this PWS. The term vehicles includes automobiles, vans, and trucks of varying size and weight. The SP shall identify the types and number of vehicles that will be operated at each facility to perform the tasks set forth in Section C.4 of the PWS. A list of the vehicles currently used by the IRS at each facility is provided in Section J, Technical Exhibit TE-7 (Vehicles Used by Current SP).

C.3.1.1 Maintenance and Repair of Vehicles

The SP shall be responsible for all costs related to the maintenance and repair of all motor vehicles used in the performance of tasks addressed in the PWS.

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.3.1.2 Vehicle Fuel Costs**

The SP shall be responsible for all motor vehicle fuel expenses related to the performance of the tasks addressed in the PWS.

C.3.2 SUPPLIES AND MATERIALS

C.3.2.1 Materials and supplies needed to perform Warehousing, Transportation, and Office Appliance Repairs (as defined in paragraphs C.4.1, C.4.2, C.4.3, and C.4.4) shall be furnished and paid for by the SP at no additional cost to the Government, except as described below in C.3.2.1.1.

C.3.2.2 Costs for office appliance repair parts are estimated to be approximately \$276,000 annually for all sites combined.

The SP will be reimbursed by the Government for the costs incurred for the purchase of office appliance repair parts up to \$276,000 annually. The SP will be required to submit monthly requests for reimbursement, with appropriate documentation, of the actual costs of these expenses. The monthly request for reimbursement shall list, at a minimum, the Campus and specific business unit for whom the purchase was made, the date of purchase, the items purchased, and the costs incurred. These are considered to be common costs and are not to be included in the SP cost proposal.

C.3.3 WAREHOUSE AND TRANSPORTATION MANAGEMENT SYSTEM

The IRS requires a new Warehouse and Transportation Management System (WTMS) to track items received by, stored in, and shipped from the warehouse, plus track driver workload as well as items transported from the warehouse to and between various off-site locations. The SP shall implement and operate the WTMS for the IRS as an integral part of this logistics support operation. The WTMS shall remain the property of the IRS at the end of the contract term.

C.3.3.1 SP Description of Proposed WTMS

The SP shall provide a detailed description of the proposed WTMS. The description shall include:

- Expected efficiencies that the proposed WTMS will generate in the SP's warehousing and transportations operations.
- Technical specifications of components to be directly furnished and operated by the SP.
- Description/capacity of contracted/leased services not directly performed by the SP but vital to WTMS operation (e.g. data warehousing, internet portals, communication lines).
- Graphic representation of system configuration showing all nodes and connectivity.
- SP process for implementation and administration of the WTMS.

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- Functionality/capability of the software to meet all applicable warehousing and transportation management and operational requirements described in this PWS, and its adaptability to possible future changing IRS requirements.
- WTMS operational procedures that will be used by the SP to satisfy applicable tracking and reporting requirements described in this PWS.
- Conduct and anticipated benefits/shortcomings of the initial inventory at each of the warehouses.
- SP approach to system and database backup and disaster recovery.

C.3.3.2 Minimum Government Requirements for the WTMS***C.3.3.2.1 Hardware and Overall System Configuration:***

- Each IRS Campus and the Detroit Computing Center shall have at least two operator work stations for SP access to the WTMS, and one work station at the Program Manager's location. Work stations shall be configured to provide the operator with all necessary graphic interfaces, network connectivity, storage media and print capability to perform proposed WTMS functions.
- Identification and tracking of warehouse inventory and transportation functions shall be accomplished using barcode systems. Methods and devices for marking, reading, and download of data shall be determined by the SP.
- Data storage for the WTMS shall be in a consolidated location selected by the SP that will permit immediate 24/7 access from any work station in the WTMS network. Security procedures shall be implemented by the SP to preclude unauthorized WTMS use or tampering.
- Connectivity and data transfer rates of the network proposed by the SP (e.g. WAN, internet access, etc.) shall be sufficient to permit concurrent operations at all WTMS nodes.
- Neither WTMS work stations nor the data storage server shall be connected to IRS networks
- If not already part of the proposed network, the WTMS shall include a capability for access by authorized users via the internet.

C.3.3.2.2 Software Functionality/Capability:

- Work Station operating systems shall be Windows 2000 or higher
- Shall provide data entry, storage, and retrieval functions for all inventory items that are received, stored, distributed, or shipped by IRS warehouses operated by the SP under this contract.
- Shall provide data entry, storage, and retrieval functions for tracking of transportation tasks including vehicle, operator, origin, destination, and types and quantities of items transported between each point.
- Shall be capable of setting various inventory management automated warnings such as reorder points, shelf life expiration, improper entries, etc.
- Shall provide a mechanism for recording, tracking, closing out, and archiving customer orders,

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- Shall provide standard and customized report formats for use by both the SP and supported IRS customers.
- Shall accept data generated either at a workstations or by barcode device.
- All barcode transactions shall be automatically tagged with an electronic record of local time and date the task was accomplished .

C.4 WAREHOUSING, TRANSPORTATION, AND OFFICE APPLIANCE REPAIR TASKS**C.4.1 WAREHOUSING****C.4.1.1 Receive and Unload Commercial Trucks**

The SP shall receive and unload commercial vehicles. Tractor trailers and other cargo trucks (including common carriers, FEDEX, UPS, etc.) arrive at the warehouse throughout the day. When a truck arrives at the loading dock, the SP shall unload the truck and break down the shipment in preparation for distribution of items within the warehouse or to other locations. The SP shall document all information in WTMS pertaining to receipt of the shipment. For warehouse facilities that are co-located with an IRS processing center, the SP shall make unloaded items available for examination by a Government K-9 unit before they leave the dock (see PWS section C.1.4.2).

C.4.1.2 Distribute to Warehouse

The SP shall distribute received items from the loading dock to warehouse locations. Bulk supplies and other materials for the IRS campuses shall be marked with appropriate barcode identification and moved to a warehouse location from the loading dock unless customer needs dictate making such materials available for immediate customer access. Disposition of all items (whether to a customer or to the warehouse) shall be recorded in the WTMS. Warehouse employees shall determine the location for storage, make any appropriate stock realignments on shelves, and position new items on shelves.

- *Covington Exceptions to C.4.1.2* – There is one exception to the warehouse distribution requirements at the Covington facility involving electronic equipment received by the IRS Criminal Investigation (CI) National Operations Center (NOC) (located in a separate part of the warehouse building). Once items are unloaded from the trucks by the SP and recorded in the WTMS, NOC personnel are responsible for the subsequent movement and handling of those items.

C.4.1.3 Receive and Fulfill Customer Orders

The SP shall receive customer orders and accurately pull warehouse items and deliver them to the loading dock or staging area for distribution to or pick up by the IRS customer. Customer orders requesting supplies, forms, or other property items will be transmitted to the SP through a variety of means, including phone, fax, Employee Resource Center (ERC) ticket, and email. With the implementation of WTMS, the SP is encouraged to make maximum use of web-based opportunities to improve customer

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submission of work orders directly to WTMS through an internet link. The ERC will generate a ticket or warehouse work order. Once the work has been completed, the SP shall close each ERC ticket by annotating the ticket with information concerning the parts, cost of the parts, and amount of time spent performing the repair and provide this information to the IRS.

C.4.1.3.1 Regardless of the method of request used by the customer, the SP shall implement procedures to ensure the regular monitoring, receipt, and processing of customer orders throughout the day, and record all transactions in WTMS

C.4.1.3.2 SP warehouse personnel shall pull items from warehouse stock as specified on the work order. The SP shall handle orders on first-in first-out basis, unless told by the customer that the work order must be addressed on a priority basis. Requests for IRS forms and other publications will often require handling on a priority basis. The SP shall bring items to the designated staging area and prepare them for delivery to or pick up by the customer. Furniture shall be moved by the SP to the warehouse dock or staging area for pick-up by the IRS contractor responsible for furniture transport and installation. For items to be transported to off-site local customers via motor vehicle, items shall be prepared (box/shrink-wrap/palletize and annotated with customer's name and delivery location) so that they can be safely and easily handled. For items pulled for shipment via contract carrier, the SP shall box items according to carrier shipping specifications. For items shipped via GBL, the SP shall weigh and wrap the items and report the weight to IRS Transportation Office for GBL preparation.

C.4.1.4 Load Commercial Vehicles

SP warehouse personnel shall load items pulled from warehouse inventory for commercial shipment to IRS centers or customer locations that are not serviced by the SP fleet.

C.4.1.5 Develop and Maintain Warehouse Inventory

The SP shall be responsible for initially developing and then maintaining an inventory of all items stored in each warehouse addressed by the study. The WTMS shall be used for this effort and shall be capable of providing real-time status of all warehouse inventory.

At a minimum, the initial inventory shall address IRS forms and other documents (envelopes, pamphlets, etc.), furniture (both office and system), office supplies, including copy and laser paper, and all other miscellaneous items stored in the warehouses at the start of the contract. Maintenance of this inventory shall be achieved by the SP properly recording all warehouse transactions as described in paragraph C.4.1.1 through C.4.1.3 above, and C.4.1.7 through C.4.1.9 below

The SP shall ensure that the inventory contains, at a minimum, the following information for all items stored in the warehouse:

Item Description	Quantity Hand	on Warehouse Location	Number Cartons	of	Quantity in Carton
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Date Received	From Whom Received	Date Removed	Recipient	
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Item description will vary by item. For IRS forms and publications, the item description shall include the form number, catalog number, version, and revision date. Shelf location and shelf amount should indicate the location and amount of both “loose” and “bulk” items.

C.4.1.6 Provide Warehouse Inventory Reports

The SP shall develop and provide timely and accurate reports detailing warehouse inventory to IRS designated personnel at each of the locations under study. The reports must provide “real time” information concerning warehouse inventory. While the focus of many of the required reports is on the large number of IRS forms, publications, and envelopes stored in the warehouse, the SP shall be responsible for reporting on the entire warehouse content.

The SP shall be expected to provide reports on both a regular and ad hoc basis, and thus the WMTS discussed in section C.3.3 of the PWS must contain a robust reporting capability. The SP shall be required to generate a monthly warehouse inventory report. The SP may be required to generate additional reports on a daily, weekly, monthly, quarterly, semi-annual and annual basis.

C.4.1.7 Rotate Stock

The SP shall rotate stored stockage to preclude waste caused by shelf life expiration or degradation. The SP shall implement appropriate stock placement/rotation/first-use procedures. The amount of available warehouse space, environmental conditioning, and stock consumption rates will determine the need for rotation after initial placement on shelves.

C.4.1.8 Re-Shelve Inventory

The SP shall perform re-shelving of on-hand inventory to accommodate changes in the types and/or quantities of materials or property stored in the warehouse, the amount of available warehouse space, or changes in the SP's shelving layout.

C.4.1.9 Other Warehouse Tasks

C.4.1.9.1 Disposal of Obsolete Forms and Paper Products (Non-Sensitive) – The SP shall destroy/recycle obsolete forms and paper products. In accordance with IRS Supply Technician or customer written instructions, the SP shall pull obsolete forms and other paper products from the storage shelves for recycling or destruction. At some campus locations (e.g. Memphis), recycling contractors operate adjacent to loading docks. Other locations will dispose of these products as described in paragraph 5.3.2.3 (Sensitive Trash).

C.4.1.9.2 Temporary Storage of Batch Carts – The SP shall temporarily store batch carts. At several locations, primarily during non-peak periods, unused batch carts are

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returned to the warehouse for temporary storage. The SP shall support customer requests to place unused carts into storage and take them out of storage and return them to service.

- *Covington Exception to C.4.1.9.2* – Excess batch carts are stored in temporary storage trailers provided under contract with a local trucking company. When additional storage space is needed, a semi-trailer is positioned at the loading dock, and the SP will load the trailer with batch carts. When batch carts are required to be placed back into service, the SP will unload the batch carts from the trailer.
- *Austin Exception to C.4.1.9.2* – A portion of the Austin warehouse is dedicated to batch cart storage, as is a wooden storage shed outside the warehouse. Batch carts stored in the shed are exposed to the elements and must be cleaned by the SP prior to being placed back into service.

C.4.2 TRANSPORTATION**C.4.2.1 Load and Unload Trucks**

The SP shall load and unload vehicles. The SP shall load all items that have been positioned in the staging area or at the loading dock for transport to IRS locations. The SP shall determine the composition and positioning of the load to ensure safe transport and to facilitate unloading at intermediate and final destinations. The composition of loads vary from location to location and day-to-day.

C.4.2.1.1 Cargo may consist of, but is not limited to, various quantities of the following: tax documents, blank forms, rolled laser paper, various bulk paper and printing supplies, mail, furniture and other equipment, parcels, sensitive trash, and empty containers. Container types may include pallets, batch carts, boxes, KC carts, bread carts, mail containers, war wagons, garbage bins, and other unbundled/individual items. Loading and unloading may occur multiple times during a route, depending on the number of stops required and the transport requirements of the individual location. The SP shall unload items at the designated facility's loading dock or receiving area.

C.4.2.1.2 All container types loaded onto SP vehicles for transport to other IRS locations shall be tracked by the WTMS to determine origin, destination, vehicle used, completion of delivery, daily workload and other performance metrics. Each container (including but not limited to those listed in C.4.2.1.1) shall be logged as it is loaded using barcode identification and electronic barcode readers. The SP shall develop a suitable barcoding system that will effectively log items without necessarily marking each one. With the exception of KC Carts and Bread Carts, all other containers shall be counted as individual items. KC and Bread carts are typically loaded with various assortments of boxes or containers that shall be counted individually. Loose mail, tax documents or other files transported in various open containers shall not be counted individually, but by the container holding them.

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C.4.2.1.3 It is not mandatory that the specific cargo/content in each container be identified or tracked, however the SP may determine this to be beneficial in recording whether the container was empty or full, or whether unique handling is needed.

C.4.2.2 Develop Transport Routes and Schedules

The SP shall operate regular daily scheduled runs between IRS facilities. Additional runs may be required on a weekly, monthly, or ad hoc basis, as required by the customers. The SP shall develop transport routes and schedules that accommodate the needs of the customers at each of the IRS Centers and off-site locations addressed by this requirement.

The SP shall provide proposed truck routes and schedules to the CO for review and approval within 30 calendar days of the end of the Phase-in period. During this 30-day period, the SP shall continue to use the existing IRS truck routes and schedules. Transport routes and schedules will be reviewed with the CO on at least an annual basis, or more often as required.

C.4.2.2.1 The SP shall be required to modify established routes and schedules as required by changes in IRS workload and customer requirements. As demonstrated in Section J, Technical Exhibit TE-3A and TE-3B (Warehouse and Transportation Workload Non-Peak and Peak) and TE-4 (Monthly Motor Vehicle Workload), and discussed elsewhere in this document, many of the IRS Centers experience significant increases in workload during peak tax season and during “mini peaks”, also associated with various tax filing requirements.

C.4.2.2.2 The SP shall continuously monitor transport schedules and routes and make adjustments (both temporary and permanent) as needed to improve schedule efficiency, support changing customer requirements, and to support changes in IRS mission. Rescheduling of routes to better support the customers is encouraged, provided IRS operations are not hindered and non-negotiable times or destinations for select customers are not violated.

Locations at which vehicle pick ups and/or deliveries are conducted, the distance between the Service Center and each off-site location, and the current frequency of vehicle runs to each location, are provided in Section J, Technical Exhibit TE-8 (Off-Site Locations Served).

C.4.2.2.2.1 Andover Campus Operations – The current SP at the Andover IRS Center makes pickups and deliveries at four off-site locations. One location is visited daily, two locations are visited three times per week, and the last location is visited approximately every other month.

C.4.2.2.2.2 Atlanta Campus Operations – The current SP at the Atlanta IRS Center make stops at 12 off-site locations. Eight of the off-sites are in close proximity to the Service Center, and pick-ups and delivers are made at these eight locations two times a day. Three of the off-sites are visited daily. The final off-site, located approximately five miles from the Service Center is not part of a regular delivery route, but is visited on an as needed basis.

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C.4.2.2.2.3 Austin Campus Operations – The current SP at the Austin IRS Center make stops at eight IRS sites located in or near the Austin Center along scheduled routes. In addition, non-routine runs to local offices and/or the IRS processing facility in San Antonio, TX are regularly required to transport “pipeline” materials and to prevent work stoppages. On rare occasions, trips are required to IRS facilities in Laredo, TX and Corpus Christi, TX. Several of the off-site locations serviced by the Austin Service Center have unique security requirements that must be satisfied in order to gain access to the loading dock, building, or both. All MVO runs originate at the warehouse loading docks.

C.4.2.2.2.4 Brookhaven Campus Operations – The current SP at the Brookhaven Service Center make stops at four locations on Long Island, as well as two locations in Queens and one in Brooklyn. Some of these facilities do not have loading docks and require the movement of shipments up and down stairs. Several of the off-site locations serviced by Brookhaven Center have unique security requirements that must be satisfied in order to gain access to the loading docks, buildings, or both. All motor vehicle runs currently originate at the warehouse loading docks. The unpredictable nature of traffic in the NYC metro area can greatly impact the time required to drive to and from the Queens and Brooklyn locations.

In addition, New York City IRS facility, which reports administratively to the Brookhaven Service Center make stops at four IRS locations on regularly schedule routes. The unpredictable nature of traffic in the NYC metro area can greatly impact the time required to drive to and from the various locations.

C.4.2.2.2.5 Covington Campus Operations – The current SP at the Covington IRS Center make stops at 11 locations in the Covington and Cincinnati metro area. There are two scheduled trips to Wright Patterson AFB (WPAFB) northeast of Dayton on a daily basis (65 miles each way). Covington does not process individual taxpayer returns, so it does not experience “peak periods” as do other IRS campuses. There is a possibility that the scheduled run to WPAFB may end prior to award. There are two mandated schedule requirements each day: The first is Taxpayer Notices that must be transported and delivered to Machine Services from the Gateway Center by 8:00 AM daily. The second is Manual Refunds that must be transported from the Gateway Center to the CSC three times per day at 9:00 am, 11:30 AM, and 1:00 PM.

C.4.2.2.2.6 Detroit Computing Center Operations – There are no motor vehicle operations at the Detroit Computing Center being addressed by this requirement.

C.4.2.2.2.7 Fresno Campus Operations – The current SP at the Fresno IRS Center make stops at twelve IRS locations located in the Fresno area along scheduled routes. The warehouse servicing the Fresno Center (the “Cherry” warehouse) is located approximately five and one half miles from the main IRS center, so all movement of goods from the warehouse to the Fresno Center requires the involvement of motor vehicles. One of the IRS off-site facilities regularly serviced by the Fresno warehouse (Tulare), requires a daily run during peak periods (March through June) but only a weekly run during non-peak periods. Several of the off-site locations have unique security requirements that must be satisfied in order to gain access to the loading

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docks, buildings, or both. Fresno is in the process of becoming an IRS “mega center” and is expected to have a significant increase in workload by 2005.

C.4.2.2.2.8 Kansas City Campus Operations – The current SP at the Kansas City IRS Center make stops at 14 locations along scheduled routes in the Kansas City metro area. All motor vehicle runs originate at the warehouse loading docks. There is a probable consolidation of facilities by the end of 2007 to a centralized complex in the downtown Kansas City area that will have a major impact on motor vehicle requirements. The hand carry shuttle schedule is the most time sensitive run due to its pick-up and transport of remittances and manual refunds.

C.4.2.2.2.9 Memphis Campus Operations – The current SP at the Memphis IRS Center make stops at two locations along scheduled routes in the Memphis metro area. All motor vehicle runs originate at the warehouse loading docks in the main campus complex. There is only one time-sensitive cargo run that must be accomplished: the computer printouts from the main campus computer center must arrive at Lamar by 9:00 AM.

C.4.2.2.2.10 Ogden Campus Operations – The current SP at the Ogden IRS Center make stops at eleven off-site locations. Nine of the off-sites are in close proximity to the Service Center, and pick-ups and deliveries are made at these locations one to three times a day. Two of the off-sites are large warehouse facilities located approximately 16 miles from the Service Center and are visited six to seven times daily. In addition, non-routine runs to other local locations are sometimes required. Several of the off-site locations serviced by the Ogden Service Center have unique security requirements that must be satisfied in order to gain access to the loading dock, building, or both. All MVO runs currently originate from the main Service Center.

C.4.2.2.2.11 Philadelphia Campus Operations – The current SP at the Philadelphia IRS Center makes stops at eight off-site locations. One site, located approximately one mile from the Service Center is on a relatively continuous round trip run, usually consisting of 12 motor vehicle runs each day. Four of the off-sites are part of a once daily run, and two are part of a twice daily run. One site, located approximately 65 miles from the Service Center, is part of a daily run, but only during peak periods.

C.4.2.3 Transport Items

The SP shall transport items short and long distances as dictated by the schedules developed to service supported customers or as needed on a non-scheduled basis. The SP vehicle operator shall record his departures from and arrivals at each loading dock or other customer location, and download that information into the WTMS on a daily basis. The SP shall transport items (described in section C.4.2.1) to IRS customers by the most practical direct route possible based on a variety of factors that may include: driving distance, suitability of traveled route, time of day, priority of cargo, scheduled times set up with the customer, other customers serviced on the same route, etc.

SECTION C – DESCRIPTION/SPECS/WORK STATEMENT**C.4.3 OFFICE APPLIANCE REPAIR**

Customer orders for office appliance repairs will be transmitted to the SP through a variety of means including phone, fax, and e-mail. Most orders will be generated and tracked through the IRS Employee Resource Center (ERC) system. The ERC will generate a ticket or work order. ERC tickets will be sent to the SP either electronically (email) or by fax. The SP shall notify the IRS of any work order requests that come to the SP by means other than ERC to ensure visibility of workload. The SP shall close each ERC ticket by annotating the ticket with information concerning the parts, cost of the parts, and amount of time spent performing the repair and provide this information to the IRS.

The SP shall determine that appliance repair activities are cost effective. The SP shall ensure that no parts are ordered or repairs initiated without prior express approval of the requesting business unit if the repair, including parts, materials, *including burdened labor rates*, exceed 60% of the estimated replacement cost of the item being repaired.

C.4.3.1 Perform Preventative Maintenance

The SP shall conduct periodic inspections on items requested by the customer and provide preventative maintenance including cleaning, lubricating, adjusting, and replacement of worn and/or broken parts as required for the following types of equipment: engraving machines, hot glue book binder machines, rapid extraction desks, bursters, velo binders, sealers, small air compressors, labelers, inserters, shredders, and lektrivers. Workload estimates, by site, are included in Section J, Technical Exhibit TE-5 (Office Appliance Repair Workload).

C.4.3.2 Repair Office Equipment (Mechanical)

The SP shall repair, maintain, overhaul, and clean a variety of office machines and appliances with mechanical features to include: receipt data machines (numbering machines, numbering guns and stamps) and other mechanical machines such as staplers, wagons, batch carts, and tables. Workload estimates by site are included in Section J, Technical Exhibit TE-5 (Office Appliance Repair Workload).

C.4.3.3 Repair Office Equipment (Electrical)

The SP shall repair, maintain, overhaul, and clean a variety of electrical office machines and appliances to include: staplers, adding machines, Rapid Extraction Devices (REDs) machines, mail inserter machines, and other electrical appliances such as stamps, floor fans, pencil sharpeners, jogger machines, and time clocks. Workload estimates by site are included in Section J, Technical Exhibit TE-5 (Office Appliance Repair Workload).

C.4.3.4 Repair Furniture

The SP shall perform minor repairs and adjustments on a variety of office and childcare furniture to include: desks, chairs, shelves, drawers, lighting, fixtures, keyboard J-arms, ballasts, work stations, and other items related to office furniture. This includes standard as well as systems furniture. Work to be performed includes minor repairs

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(e.g., adjustments, re-securing of loose hardware, replacement of fasteners, lubrication of parts, etc.) The SP shall assess the condition of the furniture/equipment to determine the type and complexity of repair required and notify the Property Management Unit of items that appear damaged beyond the definition of minor repair. A final inspection will be conducted by the Property Management unit to determine the appropriate disposition of such items. The SP shall prepare for disposal of those items determined to be damaged beyond repair. Workload estimates by site are included in Section J, Technical Exhibit TE-5 (Office Appliance Repair Workload).

C.4.3.5 Perform Locksmith Services

The SP shall maintain, repair, install, and replace locks and keys on office equipment and furniture. The SP shall also re-key locks on furniture items. Workload estimates by site are included in Section J, Technical Exhibit TE-5 (Office Appliance Repair Workload).

C.4.4 OTHER TASKS**C.4.4.1 Delivery to Customers**

The SP shall deliver items directly to the customers' operating/work areas if material handling equipment is needed to properly complete the work order (i.e., a forklift or pallet jack). Items delivered by the SP to the customer include rolled printer paper, skids of blank forms or envelopes, and skids of cardboard boxes. Mail, FedEx, UPS, and other parcels received at the warehouse will be delivered to the central mail distribution center. Items located in the warehouse that do not require the use of specialized equipment will be picked up at the warehouse by the customer.

C.4.4.2 Pick-Up from Customers

The SP shall pick up items from customers' operating areas and deliver the items to the warehouse if material handling equipment is needed to properly complete the work order (i.e., a forklift or pallet jack).

C.4.4.3 Collect Sensitive Trash

The SP shall collect sensitive trash throughout the IRS Center and off-site facilities and transport the sensitive trash to collection points for appropriate disposal.

- *Memphis Exception to C.4.4.2.2* – The Memphis facility has a contract with a recycling vendor for collection of trash and sensitive material. The SP shall collect only sensitive trash requiring witnessed destruction, all other sensitive trash is collected by the contractor.

C.4.4.4 Other Tasks Unique to Specific IRS Locations

C.4.4.4.1 Coordinate Government Service Contracts for Warehouse MHE – For all IRS Campus locations, the SP shall serve as the IRS coordinator for annual renewal/funding of warehouse and transportation material handling equipment (MHE)

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service contracts via RTS, covering both preventive maintenance and unscheduled repairs. The SP shall schedule quarterly preventive maintenance checks of MHE with the contracted vendor. The SP shall obtain CO approval for unscheduled repairs before they are performed.

C.4.4.4.2 Coordinate Government Service Contract for Storage Trailers at Covington – The SP shall serve as the IRS coordinator for annual renewal/funding of the storage trailer contract. The SP shall contact the vendor whenever additional, removal, or movement of trailers are needed.

C.4.4.4.3 Maintain Warehouse Equipment – The SP will maintain in working order all equipment needed for efficient warehouse operation. This includes charging batteries, checking and maintaining water levels of batteries, checking and maintaining oil levels, and performing other required preventative maintenance.